



Quality Improvement Webinar Questions and Answers

1. Question: What is the expectation of Integrated Health Homes (IHHs) for gathering and trending data from incident reports?

Response: IHH's are responsible to ensure all of the member's services are high quality, meet the individual's needs and results in measurable improved outcomes in the member's life through care coordination activities. All care coordination activities are required by Iowa Administrative Code (IAC) to perform incident reporting activities as identified in IAC 77.25(1) for habilitation service IHH's and 77.46(1) for pediatric IHH's. Tracking and trending activities are a reliable method to ensure services meet member needs and result in improved outcomes.

As part of the ongoing monitoring of services, case coordinators are expected to review incident reports and follow up with providers to ensure remediation and improvement activities occur. During the review process, if patterns or trends in incidents are identified by the IHH, additional follow up activities may be required to ensure health and safety of members.

2. Question: Where can I find information about this webinar, the power point presentation used for today's Quality Improvement webinar, and any future training?

Response: The Iowa Medicaid Enterprise holds a variety of training sessions every year. The website link listed below outlines training sessions and provides relevant information such as requirements for participation, schedules, locations, dates and times. Check the webpage regularly to see if any additional training sessions have been added. After the trainings have been conducted, the HCBS Quality Oversight unit will post the recorded webinar, power point slides, and questions and answers generated from the training on the DHS website, located here <http://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>.